

FY2008-2009
3-1-1 Performance Analysis

	Performance Targets	FY 2007-2008	MAR	APR	MAY	AVERAGES	CHANGE FROM FY07-08
Calls Answered		106791	8690	8750	7463	8301	-6%
311 English		70%	60%	61%	65%	62%	-8%
311 Spanish		5%	4%	4%	4%	4%	-1%
Tax Overflow		25%	36%	35%	31%	34%	9%
Days Open		284	22	21	20		
Average Calls Answered per Day		376	395	417	373	406	30
Average Service Level	90%	96%	96%	96%	96%	96%	0%
Peak Day Volume		628	481	522	469		
Peak Date		2/13/2008	3/17/2009	4/16/2009	5/18/2009		
First Call Resolution	70%	87%	89%	88%	85%	88%	0%
% of Calls Delayed in Queue (All Agents Busy)	25%		14%	14%	11%	13%	
Average Wait Time in Queue	45 sec	55	48	49	29	42	-13
Average Call Length	120 sec	106	82	83	87	84	-22